

Procurement / Operations Team Standard Operating Procedures

Job Title: Support Coordinator

Job Summary: Act as a liaison between Public Safety and the ITS Radio Shop. Coordinates the installation and striping of all equipment to Public Safety vehicles with the ITS radio shop and contract vendors. Coordinates the issuing/turning in of all Public Safety Vehicles.

Tasks and Responsibilities – Daily (D), Monthly (M), Quarterly (Q), Yearly (Y), and As Needed (AN)

- Acts as a liaison between Public Safety and the ITS Radio Shop. It is expected that the Support Coordinator will provide a high level of customer service to meet the needs and schedules of both State Agencies. Specifically, the Support Coordinator creates the “build orders” for installation and “strip orders” for removal of equipment on all Public Safety vehicles. In addition the Support Coordinator opens/submits work orders to the ITS radio shop for all minor repairs (for example, broken radio antennas, decals that are ripped or missing, missing hubcaps etc.) to Public Safety vehicles and closes work orders as they are returned by the ITS Radio Shop. It is the responsibility of the Support Coordinator to be in contact with employees of the ITS Radio Shop to monitor orders in progress at least once a day. (D)
- Coordinates the issuing of new and existing Public Safety vehicles to officers once the equipment (or minor repairs/adjustment to existing equipment) has been installed/modified by ITS employees. When notification from ITS is given to the Support Coordinator that the installation of all equipment is completed on a vehicle the Public Safety Fleet Coordinator (currently Jim Colby) is notified by the Support Coordinator and arrangements are made to issue the vehicle. The designation about whom specifically the vehicles are to be issued to is worked out with the contact person. Ideally, when a new vehicle is issued to an officer the vehicle currently driven by the officer is turned into the Support Coordinator at the same time (if not the Support Coordinator must make arrangements to bring the vehicle at another time to be striped for surplus property or modified to go to another officer).

Before the Public Safety Officer arrives at the ITS radio shop to pick-up a vehicle that has had equipment installed/modified the Support Coordinator pre-inspects the vehicle to insure that the equipment installed (radio, lights, sirens, etc.) is working properly and is ready to be used. Ideally a vehicle turned over to the DFO Support Coordinator will be reissued to an Officer with within one working day. (AN)

- Acts as a liaison between Public Safety and the designated DFO Purchasing Agent (currently Anne Stehno) for Public Safety equipment installed in vehicles by the ITS Radio Shop. The Support Coordinator is responsible to maintain an electronic and paper inventory file of equipment on hand and update the Purchasing Agent at least monthly as inventory supplies are installed into Public Safety vehicles. (M)
- Transports used equipment from striped Public Safety vehicles to Surplus Property to be sold. (AN)
- Coordinates the Transport of stripped vehicles to the auction site. (AN)
- Corresponds with the appropriate State Agencies/employees when Public Safety vehicles are involved in an accident. This list of employees/agencies includes: the DFO Accident Coordinator (currently, Heather Gardner), the Risk Management Insurance Adjuster (currently, Brett Burgon), the Public Safety Fleet Coordinators (currently, Jim Colby), and the State’s Contracted Towing Agency (currently, D&J Towing). (AN)
- Coordinates the Public Safety “Shuttle Vehicle” pool. These are vehicles that are held in reserve after they have been in service for a couple of years to be used as replacement vehicles when a vehicle is totaled, when a

vehicle is in the shop for repair, or for special requests made by Public Safety Administration to take a dignitary out in a Public Safety vehicle. (AN)

- Coordinates Public Safety vehicles in a “hold” status. When a vehicle is transferred from one officer to another there is often a lag in time between when the vehicle is dropped off and picked up. The Support Coordinator has the responsibility of “holding” Public Safety vehicles at the Calvin Rampton Complex until arrangements are made to have the vehicle pick up by the new officer. (AN)
- Installs/removes license plates on Public Safety vehicles as needed. The creation and delivery of new license plates is coordinated with the designated DFO Purchasing Agent (currently Anne Stehno). (AN)
- Performs other tasks as assigned by the Procurement / Operations Manager. (AN)

Miscellaneous information that the Support Coordinator uses to accomplish his job

- The equipment classes of Public Safety vehicles can be found electronically in the following database:
F\users\common\old uhp equipment.

Quality control reports

- A bi-weekly report is submitted to the Fleet Manager by 5:00 PM every Monday following payday.